Prestige 2000W

VoIP Wi-Fi Phone

Quick Start Guide

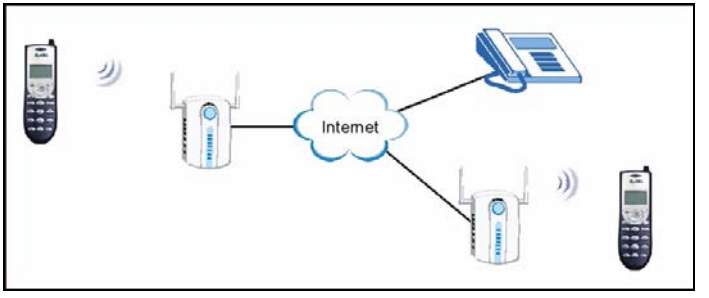
Version WJ.00.10
3/2005

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

Overview

The Prestige 2000W is a wireless Voice over IP (VoIP) telephone. It combines the benefits of Internet telephony, like cheaper calls, with mobility. This guide covers how to configure and use your Prestige to make phone calls through the Internet. You can make and receive calls as long you are within range of an IEEE802.11b enabled wireless network. See the User's Guide for more information on all features.

Note: You should have Internet access and a voice account already set up.



This guide is divided into the following sections.

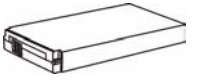
1 Hardware
2 The LCD Screen Menus
3 Initial Configuration
4 Phonebook
5 Using the Prestige
6 Accessing the Web Configurator
7 Troubleshooting

1 Hardware

You need the following.

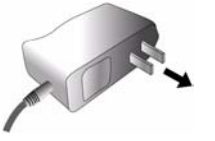
Prestige

Battery



Charger

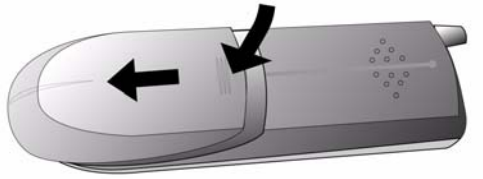
Power Adaptor



Do the following to prepare the Prestige for use.

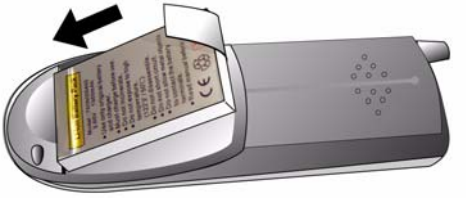
VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

1 Place the Prestige face down, push down on the grooves and slide the battery cover off.

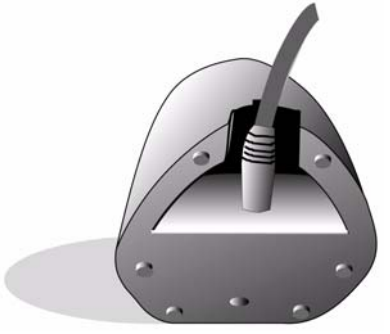


2 With the side of the battery with the CE label facing up; align the three metal contacts on the battery to the three corresponding contacts on the telephone and press the battery down into place.

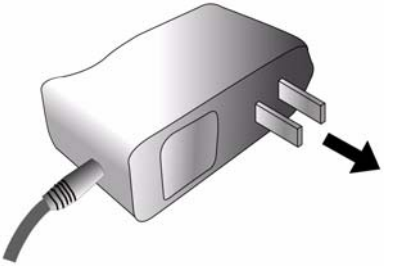
Note: DO NOT remove the battery's plastic tab



3 Connect the included power adaptor (use only this adaptor) to the charger.



4 Plug the power adaptor into an appropriate power outlet.

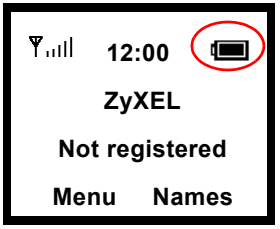


5 Set the Prestige on the charger. The Prestige automatically turns on.

Note: Charge the battery for five hours before using your Prestige.

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

6 The battery indicator bar on the LCD display blinks. It stops blinking when the battery is fully charged.



7 Remove the Prestige from the charger.

1.1 Keypad and Front Panel

Use the **Left** key to select on-screen menu options.

Use the **Right** key to return to the previous menu. You can also use this key as a shortcut to the Prestige's built-in phone book.

Use the arrow keys to navigate between menus and move the cursor.

Use the **Off**/**On** key to reject or cancel calls. Press and hold it for approximately 2 seconds to turn the Prestige on or off.

Use the **Call** key to make and receive calls.

Use the numerical keypad to enter numbers and characters.

1.2 Switching the Key-lock On and Off

The keys lock automatically if the Prestige is in standby mode for more than one minute.

Press and hold the # key for approximately 2 seconds to lock or unlock the keypad.

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

2 The LCD Screen Menus

This section introduces the Prestige's LCD screen menu system.

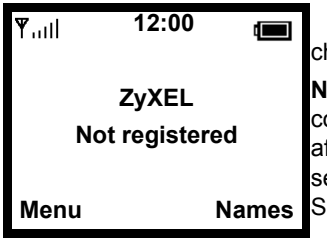
The Prestige initializes after you turn it on.

2.1 The Main Screen

The main screen displays after initialization. Hold down the # key for two seconds if the keypad is locked.

shows the strength of the wireless LAN signal.

Menu The bottom left displays the function of the **Left** key. Press the **Left** key from the main screen to open the menus.



shows the battery's current charge.

Not registered is the Prestige's current connection status. **Registered** displays after you properly configure the menu settings and the Prestige connects to the SIP proxy server.

Names The bottom right displays the function of the **Right** key. Press the **Right** key from the main screen to open the phonebook.

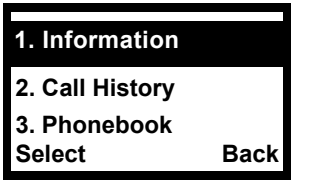
2.2 Navigating the Menus

Press the **Left** button to enter the menus.

After you enter the menus, use the **Up** or **Down** arrow keys to scroll through the menu items.

- Press the **Left** key to access the selected menu item.
- Press the **Right** key to return to the previous screen.

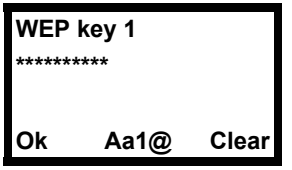
Note: The Prestige restarts when you return to the main screen after configuring the wireless LAN, network or SIP settings.



VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

2.3 Text Input

- When you need to enter text or numbers in a screen, use the **Off** key to clear the default text or backspace.
- Use the up and down arrows to select the type of characters (capital letters, lower-case letters, numbers or symbols).



3 Initial Configuration

Use the LCD screen menu system for initial configuration to make calls. Your service provider may have already configured the settings for you.

Note: If your main screen already displays **Registered**, skip to Section 4 on page 17.

3.1 Wireless LAN Setup

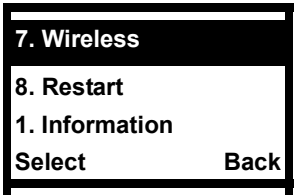
When you turn the Prestige on, it searches for available wireless LAN Access Points (APs). It selects the AP with the best signal and restarts and attempts to connect to it.

Use the following if you want to select a specific AP or enter a WEP key.

3.1.1 Site Survey

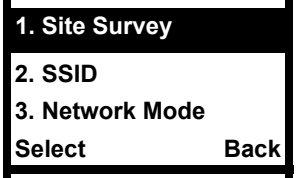
Do the following to browse the networks available in your area and select one.

1 Select **Wireless** in the first menu screen (use the up or down arrow to highlight it and then press the **Left** key).

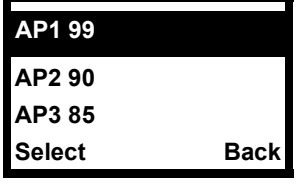


2 Select **Site Survey**.

3 The Prestige checks for and displays a list of available APs.



4 The AP's SSID is followed by a number describing its relative signal strength. The higher the number, the better the signal. Select an AP to use.



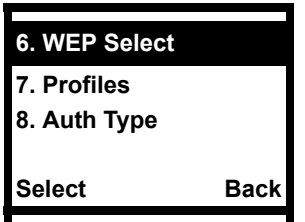
5 Stay in the **Wireless** menu and continue with the next section.

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

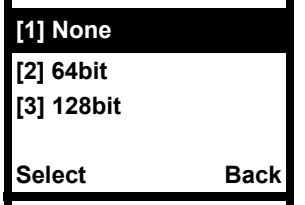
3.1.2 WEP Encryption

WEP (Wired Equivalent Privacy) encryption scrambles all communication transmitted between the Prestige and the AP to keep network communications private. Do the following if you were given a WEP key to use, otherwise skip to Section 3.1.3 on page 8.

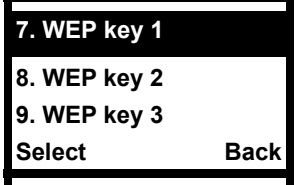
1 Use the up or down arrow and the **Left** key to select **WEP Select**.



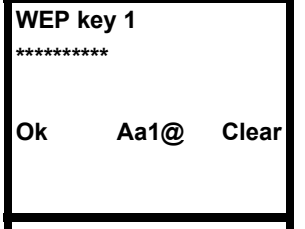
2 Select the same length of WEP keys as the AP (64-bit or 128-bit).



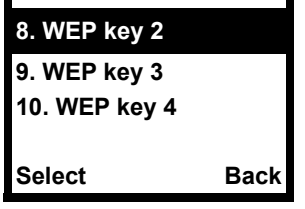
3 Select a WEP key to configure.



4 The WEP key must be the same as on the AP. Use the left arrow button to clear the default text. Use the up and down arrows to select the type of characters. Enter the WEP key. Use the **Left** key to select **Ok** when you are done.
If you chose 64-bit WEP, then enter 5 ASCII characters or 10 hexadecimal characters ("0-9", "A-F").
If you chose 128-bit WEP, then enter 13 ASCII characters or 26 hexadecimal characters ("0-9", "A-F").

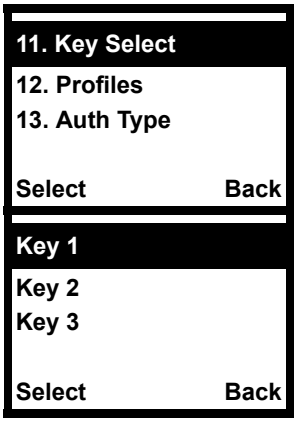


5 You can configure up to four WEP keys (in the same manner as the first) but only one key can be selected (enabled) at any one time.



VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

6 Select **Key Select**.



7 Select the key that the AP is using.

8 Stay in the **Wireless** menu and continue with the next section.

3.1.3 Profiles

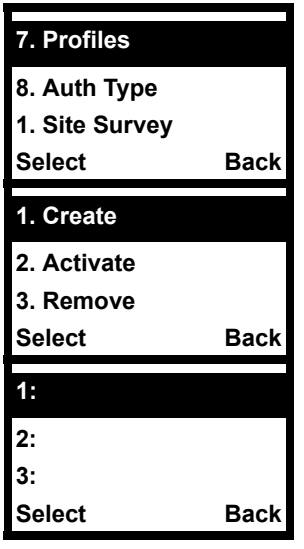
Use a profile to save your wireless settings for future use.

1 Use the up or down arrow and the **Left** key to select **Profiles**.

2 Select **Create** to make a new profile.

3 Select a number for the profile and press the **Left** key. The profile uses the name of the AP that you are using.

4 Return to the main screen. The Prestige restarts.



3.2 Network Settings

Use this section to configure your Prestige to access the Internet.

If you were given a user name and password for Internet access, go to Section 3.2.3 on page 10.

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

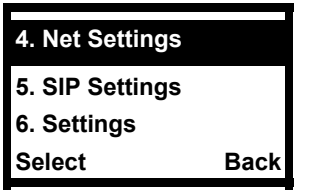
If you were given an IP address and subnet mask, go to Section 3.2.1 on page 9.

If you were not given an IP address and subnet mask, go to Section 3.2.2 on page 10.

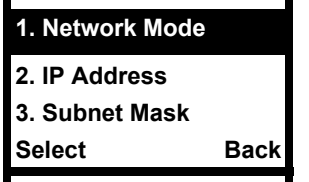
3.2.1 Fixed IP

With this option you have to manually enter an IP address, subnet mask and gateway IP address. These are given to you by the network administrator.

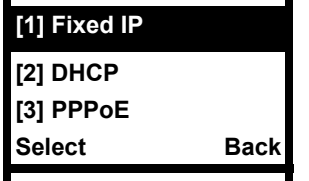
1 Select **Net Settings** in the first menu screen (use the up or down arrow to highlight it and then press the **Left** key).



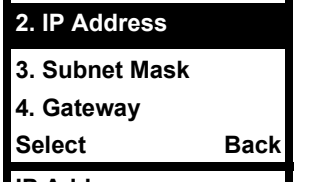
2 Select **Network Mode**.



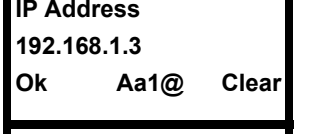
3 Select **Fixed IP**.



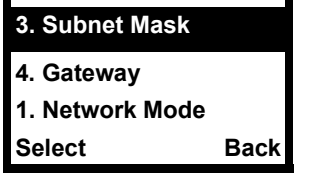
4 Select **IP Address**.



5 Use the left arrow button to clear the default text. Use the up and down arrows to select the type of characters. Enter your IP address. Use the **Left** key to select **Ok** when you are done.

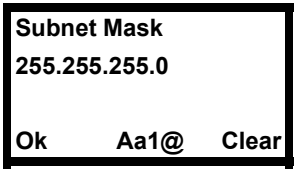


6 Select **Subnet Mask**.

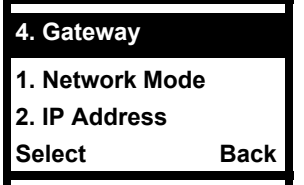


VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

7 Clear the subnet mask and enter your's.

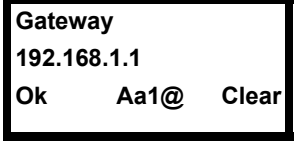


8 Select **Gateway**.



9 Clear the gateway IP address and enter your's.

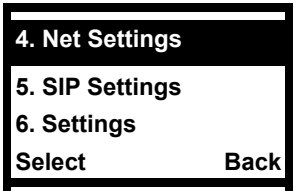
10 The Prestige restarts when you return to the main screen.



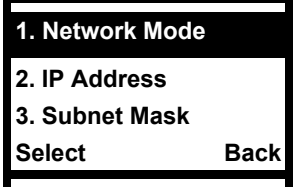
3.2.2 DHCP

If you do not have a specific IP address for your Prestige, use the following directions to set your Prestige to get it automatically via DHCP (Dynamic Host Control Protocol).

1 Select **Net Settings** in the first menu screen (use the up or down arrow to highlight it and then press the **Left** key).

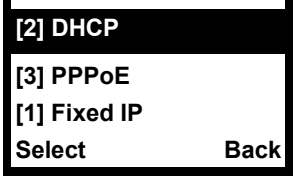


2 Select **Network Mode**.



3 Select **DHCP**.

4 The Prestige restarts when you return to the main screen.



3.2.3 PPPoE

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

Point-to-Point Protocol over Ethernet (**PPPoE**) functions as a dial-up connection. You need a user name (PPPoE name) and password from you ISP.

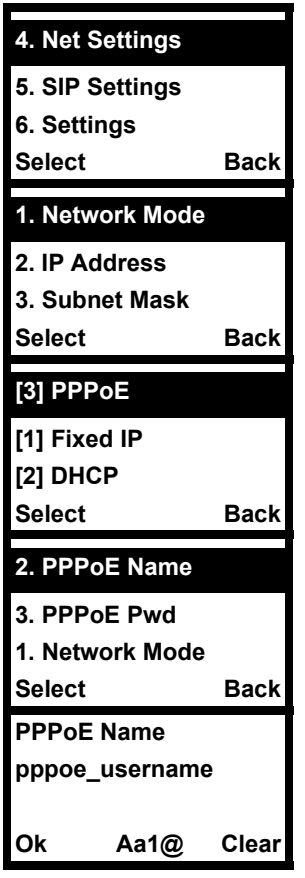
1 Select **Net Settings** in the first menu screen (use the up or down arrow to highlight it and then press the **Left** key).

2 Select **Network Mode**.

3 Select **PPPoE**.

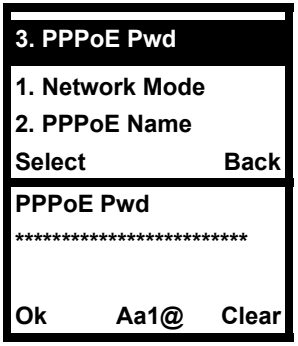
4 Select **PPPoE Name**.

5 Use the left arrow button to clear the default text. Use the up and down arrows to select the type of characters. Enter your PPPoE name. Use the **Left** key to select **Ok** when you are done.



VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

6 Select **PPPoE Pwd**.



7 Clear the PPPoE password and enter your's.

8 The Prestige restarts when you return to the main screen.

3.3 SIP Settings

The Prestige uses Session Initiated Protocol (SIP), an internationally recognized standard for implementing VoIP. The last step in initial configuration is to register your Prestige with your voice service provider's SIP server.

3.3.1 Registrar Server

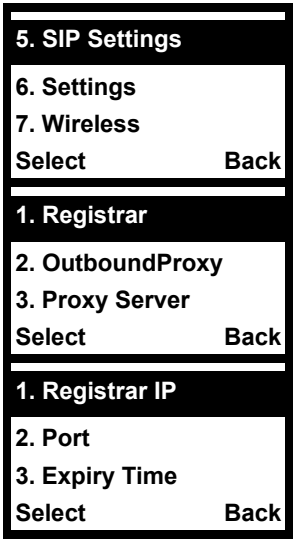
Configure the **Registrar** settings to have the Prestige register with your provider's SIP registrar server.

Note: If you have no registrar server information, use the SIP server IP address and port number.

1 Select **SIP Settings** in the first menu screen.

2 Select **Registrar**.

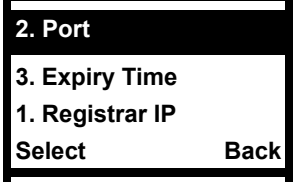
3 Select **Registrar IP**.



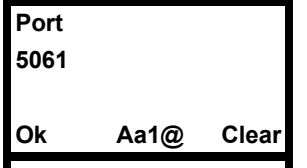
VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

4 Use the left arrow button to clear the default text. Use the up and down arrows to select the type of characters. Enter the registrar server's IP address or domain name. Use the **Left** key to select **Ok** when you are done.

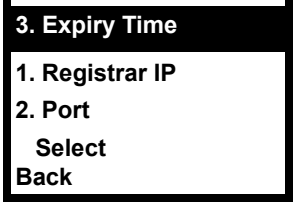
5 Select **Port**.



6 Clear the default port number and enter the registrar server's listening port number. Leave the default port number if you were not given one to use.

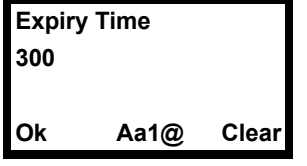


7 Select **Expiry Time** if you were given a specific expiration time period to use. Otherwise leave it set to the default.



8 Clear the expiration time and enter the expiration time you were given.

9 Stay in the **SIP Settings** menu and continue with the next section.



3.3.2 Outbound Proxy Server

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

Configure the Prestige to use an outbound proxy server if your LAN is behind a NAT router that does not support SIP. If your voice service provider gave you an outbound proxy server address and port, then enter them here.

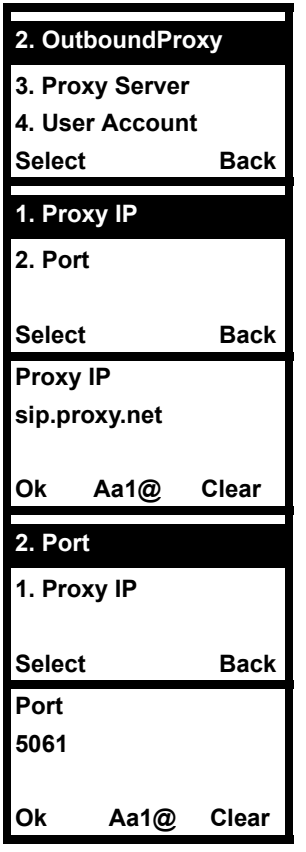
1 Select **Outbound Proxy**.

2 Select **Proxy IP**.

3 Use the left arrow button to clear the default text. Use the up and down arrows to select the type of characters. Enter the outbound proxy server's IP address or domain name. Use the **Left** key to select **Ok** when you are done.

4 Select **Port**.

5 Clear the port and enter the SIP outbound proxy server's listening port number. Leave the default port number if you were not given one to use.



3.3.3 Proxy Server

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

Configure **Proxy Server** settings to have the Prestige use your provider's SIP server.

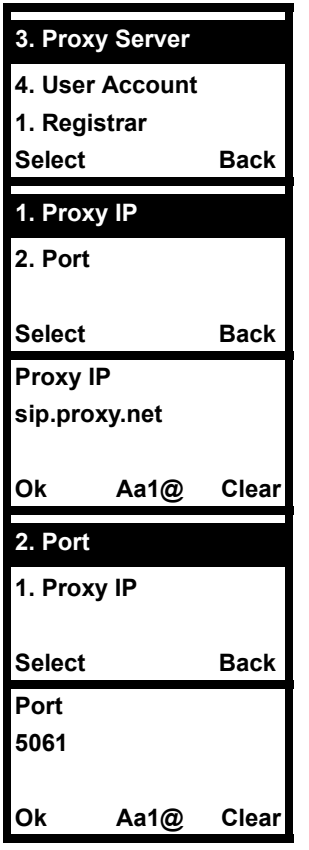
1 Select **Proxy Server**.

2 Select **Proxy IP**.

3 Use the left arrow button to clear the default text. Use the up and down arrows to select the type of characters. Enter the SIP server's IP address or domain name. Use the **Left** key to select **Ok** when you are done.

4 Select **Port**.

5 Clear the port and enter the SIP server's listening port number. Leave the default port number if you were not given one to use.

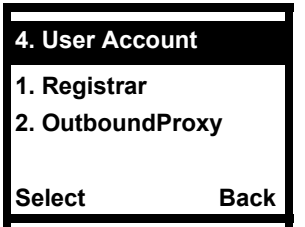


3.3.4 User Account

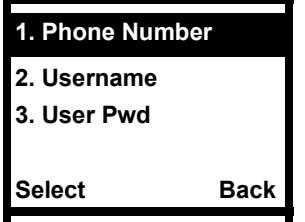
VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

When you registered for your voice account, you should have been given a telephone number, user name and password. Do the following to have Prestige use them when connecting to the SIP server.

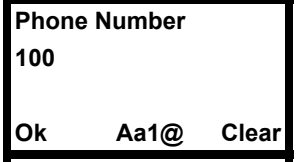
1 Select **User Account**.



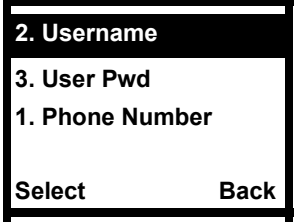
2 Select **Phone Number**.



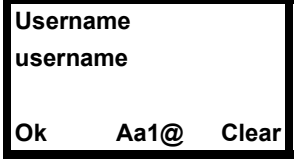
3 Use the left arrow button to clear the default text. Use the up and down arrows to select the type of characters. Enter your SIP number. For a SIP account like 1234@VoIP-provider.com, “1234” would be the SIP number. Use the **Left** key to select **Ok** when you are done.



4 Select **Username**.

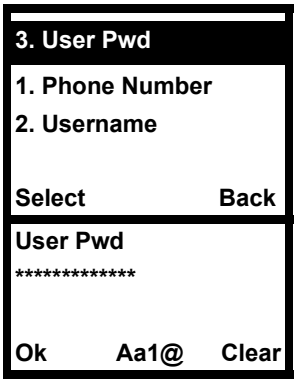


5 Clear the user name and enter yours exactly as it was given to you.



VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

6 Select **User Pwd**.



7 Clear the password and enter yours.

8 Return to the main screen. The Prestige restarts.

4 Phonebook

Use the phonebook feature to store telephone numbers.

4.1 Calling Methods

There are two ways the Prestige can dial a telephone number; either by using the SIP proxy server or an IP address.

Select **Proxy** to have the SIP server make the connection. The SIP proxy server assigns the telephone number or ITSP and therefore you can leave this field blank.

Select **P2P** to an IP address to place a call without first going through the SIP proxy server. This is called an IP to IP (or peer to peer) call. You need to enter the IP address of the callee or another SIP proxy server and the callee's telephone number in the Prestige's phonebook.

4.2 Adding a Phonebook Entry

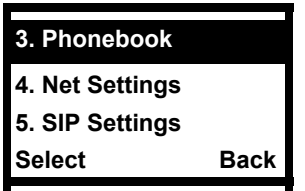
Use the following instructions to add an entry to your phonebook.

Note: Only enter the IP address when there is no SIP proxy server and/or you want to place a direct IP to IP call. Otherwise the telephone number is sufficient to make your call.

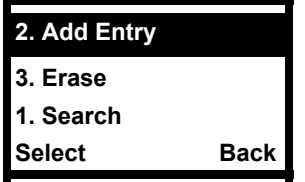
VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

You must use a phonebook entry to make an IP to IP call.

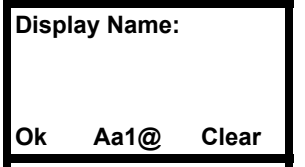
1 Select **Phonebook** In the first menu.



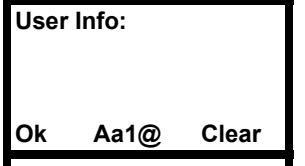
2 Select **Add Entry**.



3 Enter the callee's name. Use the up and down arrows to select the type of characters. Use the **Left** key to select **Ok** when you are done.

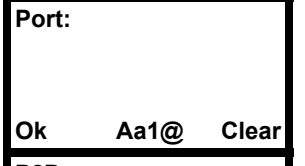


4 Enter the telephone number.

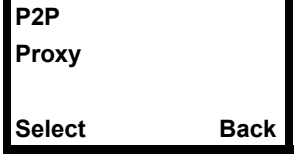


5 Enter the SIP server's or the callee's IP address or domain name. Leave this blank if you will use the SIP proxy server to call this number.

6 Enter the callee's listening port number. Leave this blank if you were not given one.



7 Select **P2P** if calls to this party use a different SIP server or go directly to the callee's VoIP phone (peer-to-peer).
Select **Proxy** if calls to this party use your SIP account.



VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

5 Using the Prestige

The following sections describe how to use your Prestige for basic tasks.

5.1 Dialing a Telephone Number

Do the following to call a phone number that is not already in your Prestige's phonebook.

1 When the Prestige is in standby mode, use the numerical keys to enter the phone number.
2 If you enter an incorrect number, press the **Right** key to backspace.
3 Press the **Call** key to make your call.

5.2 Using the Phonebook to Dial a Telephone Number

Use the following instructions to call one of existing entries in your Prestige's phonebook.

1 Press the **Right** key to enter the phonebook.
2 Use the up or down arrow button to choose the name.
3 Press the **Call** key to dial the number.

5.3 Re-dialing a Telephone Number

1 In the standby mode, press the **Call** key.
2 A list of recently called numbers displays.
3 Use the up or down arrow button to scroll through the list and highlight a number.
4 Press the **Call** key to make the call.

5.4 Answering a Call

Press the **Call** key to answer a call.

5.5 Rejecting a Call

Press the **Off** key to reject a call.

5.6 Changing the Volume

Press the left or right arrow button to decrease or increase the volume during a call.

Use the web configurator's administrator account if you want to change the Prestige's default volume. See Section 6 on page 19 for how to access the web configurator.

6 Accessing the Web Configurator

This section describes how to log into the Prestige's web configurator.

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

6.1 Accounts

The web configurator has two accounts. The user account provides normal functionality of the Prestige and configurable settings. The administrator's account allows you to alter the way the Prestige makes and receives calls, for example selecting a voice codec.

Note: Do not change the administrator settings unless you know what you are doing. These settings affect the way your Prestige makes and receives calls and are already configured for best performance.

1 Make sure your Prestige is connected to the wireless LAN and record its IP address (you can use the **Information** menu to check your phone's IP address).

2 Launch your web browser.

3 Type "http://<IP address>" as the URL. Where "IP address" is the Prestige's IP address (default 192.168.1.3).

4 Enter your username and password and click **OK** to login.

- For user access: Type the default username: **admin** and password: **1234** for user-level access, the first time you login.
- For administrator access: Type the default username: **zyxeladmin** and password: **1234** for administrator access, the first time you login.

7 Troubleshooting

PROBLEM	CORRECTIVE ACTION
The Prestige does not turn on.	Make sure you have the battery installed and charged.
The battery icon ( ) is blinking.	The battery's power is low. Recharge the battery.

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560

PROBLEM	CORRECTIVE ACTION
The signal icon ( ) is blinking	The signal quality is low or the Prestige cannot find the AP. Connect to another AP. Move your Prestige closer to the AP. There may be too much radio interference (for example a microwave or another AP using the same channel) around your wireless network. Relocate or reduce the radio interference.
"Net Fail! (DHCP)" displays.	The Prestige failed to obtain an IP address from a DHCP server. Make sure your wireless LAN settings are correct. Make sure the DHCP server is operating properly. Restart the Prestige.
"Net Fail! (PPPoE)" displays.	The Prestige failed to obtain an IP address from the ISP. Make sure your PPPoE settings are correct. Restart the Prestige.
"Not Registered" displays	The Prestige failed to register with the SIP proxy server. It is still possible to place a direct IP to IP call without the SIP proxy server. You must create and use a phonebook entry (see Section 4 on page 17). Check your SIP settings. Contact your voice service provider.

Procedure to View a Product's Certification(s)

1 Go to www.zyxel.com.

2 Select your product from the drop-down list box on the ZyXEL home page to go to that product's page.

3 Select the certification you wish to view from this page.

VoIPon Solutions www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0) 1245 600560